

SENATE BILL 3464  
By Cooper

AN ACT to amend Tennessee Code Annotated, Title 65,  
Chapter 32, relative to utility service.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Title 65, Chapter 32, is amended by adding the following language as a new, appropriately designated part:

**§65-32-201.** Notwithstanding the provisions of any law to the contrary,

If a residential customer is blind, disabled, or sixty-five (65) years of age or older;  
and

If the remaining residents, if any, within the customer's household are under  
eighteen (18) years of age, sixty-five (65) years of age or older, blind or disabled; then

No utility shall terminate service to such household unless the utility makes a  
diligent effort to contact by telephone or in person an adult resident at such household,  
at least seventy-two (72) hours prior to termination of service, for the purpose of devising  
a payment plan. If a satisfactory payment plan cannot be implemented, then the utility  
must delay termination of service for at least twenty (20) days and must promptly notify  
and request the local office of the department of human services to assist in devising a  
satisfactory payment plan for such customer.

**§65-32-201.** As used in this part, "utility" means any governmental or private  
entity engaged in the business of supplying electricity, gas, or water directly to  
residential consumers.

SECTION 2. This act shall take effect upon becoming a law, the public welfare requiring  
it.